HORIZON
Unlimited communications

An Administrator's Guide

CERTIFIED CARBON NEUTRAL company
CarbonNeutral.com

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Welcome to your new, fully integrated Polycom IP phone on the Horizon service.

As an administrator, the Polycom 650 IP phone gives you everything you need to help your organisation make better and more cost-effective use of its communications. Connected to Horizon's single, easy-to-use web portal and feature-rich interface you'll be able to:

- **Have complete control over how to integrate and manage all your fixed phones** within a single, unified company-wide system.
- **Set up a wide range of call handling and management features**, including full user information reports, as well as service and network performance monitoring capabilities.
- **Route individual numbers to an office phone or a mobile phone, or both at the same time**, with the option for both to share a single voicemail box.
- **Move calls seamlessly from one phone to another**, without ever needing to hang up.
- **Keep full numbering flexibility** – Horizon lets you retain your existing numbers, if you want, no matter where you are in the UK.
- **Enjoy lower call costs** – with free site-to-site calls (including international calls) and cheaper call rates. If you use Horizon together with our mobile services, you'll get very competitive rates for calls between your fixed and mobile phones, too.

Because Horizon sits in the “cloud”, you’re also safe in the knowledge that, even if one of your sites becomes unexpectedly unavailable, your inbound and outbound calls can be re-routed immediately to a back-up location, to ensure disruption to your business stays at a minimum.

Ready to get started?

SETTING UP YOUR PHONE

What you'll need

Before you begin installing your service, please make sure you have the following equipment:

- A Polycom 650 phone body.
- A handset and cord.
- A desk stand.
- A CAT 5 Ethernet computer cable to connect the phone to your router.
- A power supply unit, including a plug lead and clip, assuming you're not using Power Over Ethernet switches or ports.
- A sheet with your phone number, online account user details and voicemail PIN - this is an important document, so please keep it somewhere safe, even after set-up.
- A working Ethernet LAN with Ethernet broadband router - USB routers and modems are not compatible.
- A Power over Ethernet switch - or Ethernet switch - depending on your installation.

If you have ordered a backlit expansion module package you should also have:

- A backlit expansion module unit
- A base stand

Assembling the phone

Now, start by putting the phone together in the following order:

- Connect the short straight end of the phone cord to the handset. Then take the longer straight end and plug it into the back of the phone unit.
- If you have one, connect the headset to the headset jack on the back of the phone.
- Now attach the phone base unit, To attach it as a desk mount:

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- Place all cords in the recessed area above the modular jacks.
- Align the two protrusions on the bracket with their corresponding holes in the phone.
- Snap them together to lock the base to the phone.

To wall mount it (mount not included as standard – order one from your system Administrator):

- Place all cords in the recessed area above the modular jacks.
- On the back of the phone, remove the key located behind the hookswitch and re-position it so that the end tab is facing up at a 45 degree angle.
- With the mounting tab of the base unit facing up, fasten the base unit to the wall mount using wall anchors (not included).
- Connect the DC plug on the power adapter to the DC 24V jack marked on the phone. Then push the power brick into the plug unit and the power lead into the phone.

Assembling the Backlit Expansion Module (optional)

- Remove the rubber plug on either the phone or the expansion module.
- Line both up at the top of the groove lines on the phone. Slide down and snap into place.
- To connect to the base stand, line up the protrusions on the stand with the holes on the back of the module. Snap into place.

Connecting to your router

Before connecting the service, make sure your router is set up to perform NAT (Network Address Translation) and act as a DHCP server - normally a default setting on most routers (a fixed IP address is not supported).

Next, plug the Ethernet cable from the phone into your router. Once powered up, an IP address should automatically be allocated to the phone through DHCP. It's also important to ensure the following ports are not blocked by the firewall within your router or at any point through your access provider.

80 TCP	10000 to 60000 UDP
443 TCP	ICMP
53 UDP	SIP ALG disabled
123 UDP	5060 &5062 TCP/UDP

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If these ports are not opened - i.e. a network based or your company firewall is blocking them - Horizon will not work.

Access to the Gamma Horizon platform needs unrestricted phone access to the following Internet Protocols, based within the Gamma network. The initial remote access request from the handsets, once plugged in, will be to resolve one of the below URLs:

http://xsp.unlimitedhorizon.co.uk:80/dms/Polycom_335/
http://xsp.unlimitedhorizon.co.uk:80/dms/Polycom_450d/
http://xsp.unlimitedhorizon.co.uk:80/dms/Polycom_650d/
http://xsp.unlimitedhorizon.co.uk:80/dms/Polycom_335/

All these URLs will resolve to one of the following IP addresses:

- Provisioning IP's = 88.215.61.171 & 173, 88.215.61.193 & 194 -
- The Gamma Access SBC (general call traffic), ntp.business-access.co.uk (88.215.61.81 or 82)

Connecting the Service

To complete the connection process, you'll now need to:

- Plug the computer cable into a spare port on your router or switch.
- Connect the power supply unit into the nearest socket if not using PoE. The phone will power up and your phone number will appear on the display.
- Pick up the handset. You should hear a dial tone. If you can't, turn off the router and unplug the phone; wait one minute, then turn your router back on. Once it's synchronised and you have internet connectivity, plug your phone back in to the power supply.

Now you've installed the Horizon network service, you're ready to see what the Polycom 650 phone can do.

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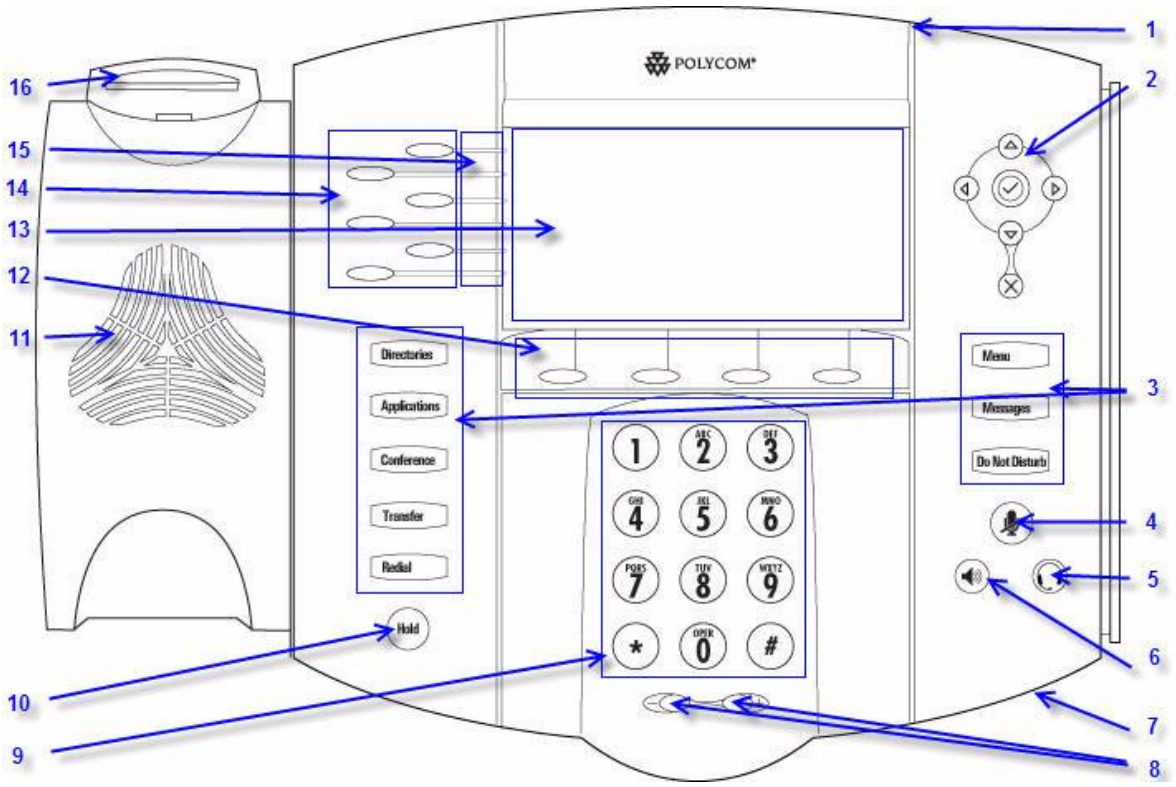
Your phone's display and buttons



1. Message Waiting Indicator Alert - for voice and text messages

2. Navigation key - arrow keys to scroll.

- Tick key to select a field.
- X key to delete.

3. Feature Keys

- *Directories* - to access call lists.
- *Applications* - not currently enabled.
- *Conference* - for multiple-person conversations.

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- *Transfer* - to transfer call.
- *Redial* - to call back most recently dialled party.
- *Menu* - to access phone and system features.
- *Messages* - to access and manage voice and text messages.
- *Do Not Disturb* - sends calls direct to voicemail.

4. Microphone Mute - Press to activate, press again to deactivate.

5. Headset button - Allows you to place and receive calls through a headset.

6. Speakerphone button - For hands-free communication.

7. Hands-free Microphone - Picks up audio during hands-free conversation.

8. Volume Keys - Adjusts volume for the handset, headset, speaker and ringer.

9. Keypad

10. Hold button - Holds an active call or resumes a held call.

11. Handset speaker - For ringer and hands-free audio output.

12. Soft Keys

- *When idle*: Guest In – for Hot-Desking.
- *When enabled*: Guest Out - for Hot-Desking.
- *When in use*: Automatically labelled, according to the screen you're in.

13. Display - Shows relevant data on calls, messages, soft keys, time, date, line status and other call-specific information.

14. Line/Speed Dial key - Enables up to two line keys and four speed dials to be set up.

15. Line Indicators - Individual multi-coloured LEDs displaying current call and remote user status.

- *Green*: Call in progress.
- *Fast flashing green*: Shows an incoming call or a call being held by the other party.
- *Red*: Line is active or in use.
- *Flashing Red*: Call is on hold.
- *Orange*: Line is unregistered (cannot be used).

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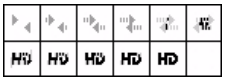
- *Flashing orange*: The phone is not connected to the network.

16. Hookswitch

On-screen icons:

- Registered line (solid)
- Registered shared line
- Unregistered line (outline only)
- Voice mail/Text messages
- Speed dial
- Ringing
- Call Forward
- Do Not Disturb
- Conference
- Presence/Busy Lamp Field (BLF)
- Call in progress  with HD Voice

Your Backlit expansion module (optional)

This gives you the option to add an extra high-resolution graphic display and 14 Line Key panel that can be configured as a line, call appearance, speed dial, or busy lamp field. You can connect up to three extra Expansion Modules to your Polycom 650.

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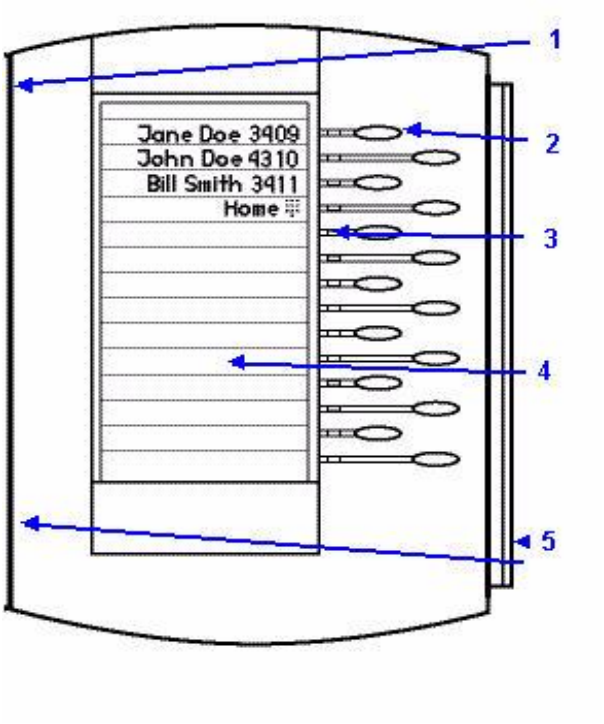

1) Power Contact - Not visible. Power automatically transfers from the phone to the module when you connect to the phone. You can plug and unplug it at any time.

2) Line/Speed Dial Keys - Activates up to 47 lines or speed dials assigned to the phone.

3) Line Indicators - Individual multi-coloured LEDs showing call/remote user status (busy lamp field) and presence:

- *Green*: Call in progress.
- *Fast flashing green*: Shows an incoming call or a call being held by the other party.
- *Red*: Line is active or in use.
- *Flashing Red*: Call is on hold.

4) Graphic Display - Shows information about lines or speed dials.

5) Infrared Lens - Facilitates communications to the host phone and other modules.

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Using your phone

Line keys

Situated in the top left of your handset, the six line/Speed Dial buttons let you:

- Make a second call while the first call on hold.
- Take a second call with another in progress (if Call Waiting is on – see page XX).
- Switch between the two different calls.
- Call up to four of your most frequently used numbers.

For example, to put one call on hold, while checking availability on another number:

Press **Hold**

Press **New Line Key**

Press **End Call and Resume** to finish

Busy lamp fields

If you have more than one line on your phone – or a Backlit Expansion Module to go with your Polycom 650– Busy Lamp Fields let you see if colleagues' lines are free to take calls – in this example Cherry and Charlie

You can have up to 13 Busy Lamp files on the Polycom 650 spread over both the phone and base unit.

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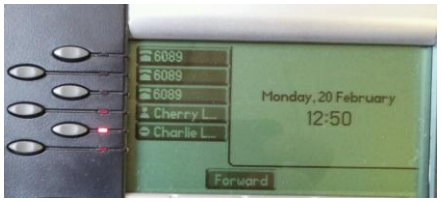

Charlie's line is busy

By setting up Speed Dials for your Busy Lamp fields, you can then answer calls on that line, so in this example when Charlie is busy.

Making calls

There are three ways to make calls on the Polycom 650. You can:

- Lift the handset and dial the number.
- Push the headset button, dial the number and then press the **New Call** soft key.
- Push the speaker button, dial the number and then press **New Call**.

You can also dial your number on the keypad first, then choose how you want to connect e.g. via hands-free, and then press the New Call soft key.

During a call, you can switch between Speakerphone Hands-Free, Headset, or Handset modes by pressing the relevant key, or picking up the handset.

To select a number you've called before, press the redial soft key. Use the navigation button to scroll up and down the list and highlight the number you want to dial.

Remember, you don't need to dial 9 first in order to get an outside line with Horizon.

Taking calls

You can answer a call on the Polycom 650 in three ways:

- By lifting the handset.
- By pushing the headset button with the handset still on the phone.
- By pushing the speakerphone button with the handset still placed on the phone.

To answer when you've set your phone up with a silent ring, press the Line key or the Answer soft key. If your handset is off-hook, the call goes to the handset. If it's on-hook, the call is routed to the speaker.

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Taking multiple calls

You can also take two calls on a single line. To do this, you must first activate Call Waiting:

- To turn on Call Waiting, **press *56** on your keypad
- To turn off Call Waiting, **press *57** on your keypad

You'll know if there's a second call by the other line button flashing green. To switch to it:

- press the flashing green line button. The button for the first call will now start flashing red, to show it's on hold.
- When you're finished on the second call, press **Resume** to return to the original caller.

Ignoring an incoming call

You can ignore an incoming call and send it to voicemail by pressing the **Reject** soft key. You can also select Do Not Disturb, which will route all calls on that line directly to voicemail. To cancel this option, press the Do Not Disturb button again.

Missed Calls

If you miss a call, you'll see a Missed Call "banner" on-screen. To check missed calls:

Press **Down arrow**

You can then browse the missed calls and options

To take further actions highlight the number with the navigation key and press Dial to call or More and then Clear to delete. To return to the home screen, press Exit.

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Directories

The 'Corporate Directory' allows you to search for other users DDI's and extensions by name or site under the advanced search. Please note that changes made to the 'Personal Address Book' would not remain on the devices when new upgrades or refresh of firmware is performed

Press **Directories** then **Corporate Directory.**

Press Advfind to then search

Press **Dial** to call.

Applications

Not currently enabled on this phone. It may be activated in later software releases.

Conferencing

The Polycom 650 has been set up to allow conference calls of up to 13 people. To set one up:

Call or answer the first person

Press **2nd line** to setup new call

Press Join to conference

After the third party answers, press the line key again to dial another number and and repeat same sequence until you've added all the participants.

Transfer

You can transfer calls in two ways: to perform a Blind Call Transfer - simply transferring a call

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Press **Blind Transfer**

Type the number and leave to ring

Or a Consultative Call Transfer - to ask the person if they want to accept the call:

Press **Transfer**

Dial to the required contact discussing the call before transfer

If you wish to you can also split the calls to each line key to manage

Redial

To call back the last person you tried to contact, press the **Redial** key.

Hold

To put a person on hold, just press the **Hold** key. Press it again to cancel.

Messages

If you've got voicemail, a flashing Message Waiting Indicator LED and a visual notification will appear on the phone screen.

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You'll also hear an intermittent dial tone when you pick up. To hear the message, press **Messages** and follow the on-screen prompts. You may also need to key in your configured "Company Voice Portal" number and type in your Voice Portal passcode, followed by #.

Call Lists

Your phone stores lists of every type of call, up to 100 entries for each call type.

To access a call list, press Directories followed by Call Lists. You will now see options to view Missed Calls, Received Calls, or Placed Calls. You can manage any of these lists:

- To edit the phone number, press the Edit soft key.
- To return the call, press the Dial soft key.
- To view details about the call, press More and Info.
- To delete a call from a list, press More followed by Clear.
- To return to the idle display screen once you're done, press Directories.

Note: Call lists can be manually cleared, but they are automatically cleared when you restart the phone.

Do Not Disturb

To stop incoming calls to your phone, press the Do Not Disturb hard button, which will show on the display as follows:

Press **DND** To route calls back, press **DND** again.

If you've set up Call Forward, Call Divert or Remote Office, this may also stop you receiving calls.

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Call Forwarding

You can do this automatically (Static) or manually (Dynamic). To set up Static Forwarding:

Press **Forward** when phone is on-hook

Now use the navigation key to select from the following three options:

- **Always** -To forward all incoming calls. If you select this option, enter a number to send calls to and then press **Enable**.
- **No Answer** -To forward unanswered incoming calls after a set number of rings, enter your forwarding number, how many rings to wait before forwarding and then press **Enable**.
- **Busy** - To forward calls that come in when your line is busy, enter a number to send calls to when your line is busy and then press **Enable**.

To turn off Call Forwarding, follow the same process, except this time press Disable.

Note: Divert All Calls can also be set up from the Horizon online control panel.

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Personalising phones

Situated to the right of the keypad, you can use the Menu key to personalise a wide range of features on your Polycom 650:

Date and Time

These should automatically update from the Horizon network. However, you can configure or adjust the time manually, if needed.

- Press **Menu**.
- Select **Settings**, then **Basic**, **Preferences** and **Time & Date**.
- Select from **Clock Date, Clock Time, Clock Order**, or **Enable/Disable**.
- Using the up and down navigation keys, scroll through the options.
- Once you've made your selection, press **Select** to confirm.
- Press **Menu** to exit.

Language

The Polycom 650 will always be set to US English and shouldn't be changed. If, for some reason, you do need to change it:

- Press **Menu**.
- Select **Settings**, then **Basic, Preferences** and **Language** to make your choice.
- Once you've made your selection, press **Select** to confirm.

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- Press **Menu** to exit.

Headset

This will automatically pass calls through to your headset. To set up Headset Memory Mode:

- Press **Menu**.
- Select **Settings**, then **Basic, Preferences, Headset** and **Headset Memory**
- Select **Enabled** and then **Select**.
- Press **Menu** to exit.

To turn off Headset Memory Mode, repeat the sequence, selecting Disabled instead on step 3

Background

To change the background on your phone's screen:

- Press **Menu**.
- Select **Settings**, then **Basic, Preferences** and **Backgrounds**.
- Use the navigation key to make your choice and then press **Select**.
- Press **Menu** to exit.

Note: When previewing backgrounds, only the phone's display is updated. If you have an Expansion Module, its display is only updated once you've saved your new background.

Screen contrast

To change the contrast on your phone's display:

- Press **Menu**.
- Select **Settings**, then **Basic** and then **Contrast**.
- Press Up or Down (or the volume keys) to increase or decrease the display contrast.

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- Press **OK** to accept changes.
- Press **Menu** to exit.

Backlight intensity

The phone's backlight comes on when you:

- press any key
- release the hookswitch
- receive a call or message
- end, hold or resume a call
- plug in or unplug a USB device

If you don't press any keys, the backlight will dim to medium after 20 seconds whenever:

- A call is in progress
- A call is on hold
- There's an incoming call (ringing)
- There's an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the backlight mode reverts to its idle state. The Polycom 650 gives you three backlight settings: **On, Idle or Maximum Intensity**. To change any of these:

- Press **Menu**.
- Select **Settings**, then **Basic** and **Backlight** Intensity.
- Select **Backlight On Intensity**.
- Use the navigation keys to make your choice and press **Select**. The default level is medium.
- Now select **Backlight Idle Intensity**.
- Use the navigation keys to make your choice and press **Select**. The default level is low.
- Now select **Maximum Intensity**.
- Press Up or Down to make your choice.
- Now press **Ok** to accept changes.
- Press **Menu** to exit

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Note: When you modify Maximum Intensity, you change the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high values for both Backlight On intensity and the Backlight Idle intensity decrease.

Ringtones

To change your ringtone:

- Press **Menu**.
- Select **Settings**, then **Basic** and **Ring Type**.
- Use the navigation keys to select a ringtone. To hear the ringtone, press **Play**.
- Once you've made your choice, press **Select**.
- Press **Menu** to exit.

Speed Dials

Speed dials allow you to call a number simply by pressing one or two pre-programmed digits.

You should always set up and manage all speed dials through the Horizon Portal, to make sure they're not deleted every time you run a system upgrade or firmware refresh.

Restarting your phone

From time to time, you may need to restart your phone, for example, so that it can accept a new configuration on Horizon. To restart it:

- Press **Menu**.
- Select **Settings** then **Basic** and **Restart Phone**. The message "*Are you sure*?" appears.
- If you want to restart your phone, press **Yes**.

The re-start process is complete when the idle display appears.

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Call handling features

Call Pickup

Lets you pick up calls from other extensions in a “Call Pickup Group”. To set up a group, please see the Horizon Portal user guide

Note: Call Pickup can only be set up for users within the same site.

Call Waiting

- To turn on Call Waiting **press *56**
- To turn off Call Waiting **press *57**

Call Park

This allows calls on hold to be picked up by anyone in a Call Park Group. To park a call:

- Press ***68 + extension + #**

To set up a Call Park Group, please go to the Horizon Portal user guide.

Note: If a call’s not picked up in one minute, it comes back to you and keeps ringing until it’s picked up. Also, you cannot park a call that you have made.

Guest In / Guest Out

It's possible to Hot Desk on all Polycom phones. However, a user will always be associated with their home device. To remove a user from their home device and use it yourself:

- click **Guest Out**
- then **Guest In** and enter your Horizon log-in details.

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Note: You'll only be logged into a device for a maximum of 12 hours, and only the administrator is able to log other people out through the Horizon Portal.

Call Recording

This is set up in the Horizon Portal against the relevant user or group - see the user guide for details. It's also where you can access call recordings. If you've set this up, **dial *1 on the keypad to access**.

Note: Due to the way in which we monitor and record these calls, you'll be provided with the whole conversation from the start of the call.

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Useful Service Codes

8400 Voicemail for your phone

8500 Voicemail for any phone (requires PIN number)

08450340499 Voicemail access from a land line or mobile phone

08450340495 Divert all calls to this phone

08450340496 Forward on Network Failure - Turn off from another phone

08450340497 Forward on Network Failure - Turn on from another phone

08450340498 Forward on Network Failure - Check status from another phone

Other Codes

1426 Divert on no answer to phone - Turn off

1427 Divert on no answer to phone - Turn on

1443 Divert on no answer to phone - Status

1428 Divert on busy to phone - Turn off

1429 Divert on busy to phone - Turn on

1444 Divert on busy to phone - Status

1412 Divert to predefined phone - Turn off

1413 Divert to pre-defined phone - Turn on

1446 Divert to pre-defined phone - Status

1414 Divert all calls to this phone

1449 Block anonymous calls - Turn off

1450 Block anonymous calls - Turn on

1445 Block anonymous calls - Status

1400 Forward all Calls to Voicemail - Turn off

1401 Forward all Calls to Voicemail - Turn on

1430 Forward all Calls to Voicemail - Status

1402 Forward on no answer to Voicemail - Turn off

1403 Forward on no answer to Voicemail - Turn on

1431 Forward on no answer to Voicemail - Status

1404 Forward on busy to Voicemail - Turn off

1405 Forward on busy to Voicemail - Turn on

1432 Forward on busy to Voicemail - Status

1424 Forward on Network Failure - Turn off

1425 Forward on Network Failure - Turn on

1442 Forward on Network Failure - Status

1420 Forward calls in sequence - Turn off

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***56** Call Waiting - Turn on

***57** Call Waiting - Turn off

1408 Voice mail to e-mail - Turn off

1409 Voice mail to e-mail - Turn on

1410 Voice mail alerts to SMS - Turn off

1411 Voice mail alerts to SMS - Turn on

1434 Voice mail to e-mail - Status

1435 Voice mail alerts to SMS - Status

1471 Last Caller

1418 Call return for 1471 - Turn off

1419 Call return for 1471 - Turn on

1421 Forward calls in sequence - Turn on

1440 Forward calls in sequence - Status

1422 Forward calls simultaneously - Turn off

1423 Forward calls simultaneously - Turn on

1441 Forward calls simultaneously - Status

1406 Withhold number - Turn off

1407 Withhold number - Turn on

1433 Caller ID blocking - Status

1451 Phone Status - Diagnostic info on your phone

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Troubleshooting guide

We'll always aim to give you the best service possible. However, no system can be guaranteed to run error-free all the time. Here are a few issues that may arise - and how you can solve them.

The handset shows an on-screen extension, but is also showing an amber light on the line key.

This means it's successfully downloaded its configuration but hasn't been registered on Horizon. It's normally a local fault, where our IP traffic is being restricted in reaching our Session Boarder Controller. In a case like this, please check the following before raising a fault:

- Ensure all router port settings - as defined earlier in this document - have been implemented. Check the setting especially on port 5060 and make sure that SIP ALG is disabled.
- Eliminate LAN variables, ideally by plugging the handset directly into the router. If your router does not provide power over Ethernet, make sure the only thing between the router and the handset is the Power Over Ethernet switch and that all the wires and units are working correctly.
- Make sure the handset is still assigned to a user on the Horizon Portal.
- Plug the handset into a different port that you know definitely works.

If none of these solve the issue, call our support team - contact details are in the following section.

The handset boots up, but displays an amber light on the line keys and no on-screen extension

This means it's either been provisioned incorrectly, or it can't gain a connection to the public internet. Try the following checks:

- Ensure all router port settings - as defined earlier in this document - have been implemented. Check the setting especially on port 5060 and make sure that SIP ALG is disabled.
- Check you've assigned a local IP address, by looking it up on the routers ARP cache or similar.
- Eliminate LAN variables, ideally by plugging the handset directly into the router. If your router does not provide power over Ethernet, make sure the only thing between the router and the handset is the Power Over Ethernet switch and that all the wires and units are working correctly.
- Make sure the handset is still assigned to a user on the Horizon Portal.
- Plug the handset into a different port that you know definitely works.

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If you think the handset hasn't been configured properly, call our support team for more help.

The handset displays an "Initialising Network" message constantly

This means the handset can't connect to the local network. Before raising a fault, try the following:

- Check the connection from the handset to the router/switch, to ensure it's receiving a signal.
- Swap out Cat 5 cables and check ports, as well as connections on all wires.
- Plug the handset into a different port that you know definitely works.

If none of these work, call our support team.

The handset has an obvious defect or physical fault

If one of your handsets has been physically damaged, for example it has a broken screen or receiver, call our support team. They'll ask for more details and send you out a replacement if the phone is still within its warranty period.

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Who do I contact?

If you have any questions about the Horizon service, or want to report a fault after performing one of the checks in the Troubleshooting Guide, please contact:

Insert Support Desk Name

Insert Support Desk Opening hours

Insert Support Desk Numbers

Insert Support Desk Email address

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